

ABSTRACT OF THE DISCLOSURE

A method of modeling computing support services and processes generally includes defining a computing support service as either a computing transaction or a change to a computing environment; and defining a computing support process as one of an information delivery process for delivering computing transactions to end users, an environment build process for delivering changes to a computing environment which delivers computing transactions, a process for finding and fixing service and process defects associated with the information delivery process, and a process for finding and fixing service and process defects associated with the environment build process.